

Note: It is recommended to print all linked documents on this page before beginning the tutorial. Click the Back button on your browser within each linked document to return to this page.

Purpose of the Consensus Process

The purpose of Stage 2: Consensus Review is to clarify and resolve differences in individual Examiners' review from Stage 1: Independent Review. During consensus review, a team of Examiners reaches agreement on the applicant's strengths and opportunities for improvement (OFIs), the resulting score, and, if required by the team leader, identifies 2-4 issues per Criteria Item to clarify and verify if the applicant is selected for site visit. The consensus scores are used to develop scoring profiles for the Panel of Judges to use in its site visit selection process.

Consensus Tutorial

This web-based tutorial is designed to assist Examiners prepare for and participate in a Consensus Call. Please follow the steps below which include links to key documents that will facilitate your successful participation in the Consensus Call Process. Should you have any questions regarding the Consensus process please contact your Consensus Team Leader, the Examiner Hotline at 877-237-9064 or email at BNQPeLearning@nist.gov.

Learning Objectives:

1. Describe the steps involved in creating a Consensus Item Worksheet.
2. Describe the components of a script for presenting an Item on a Consensus Call.

Steps to Follow:

1. Using the Consensus Manual, either turn to page 8 (the Consensus process flowchart called "MBNQA Stage 2 Process") or go to http://www.baldrige.nist.gov/PDF_files/Stage_2_ExamPtView070904.pdf to access the page electronically. We will be focusing on the large clipboard graphic entitled "Draft Item Worksheet for Each Assigned Item" (located in the lower left-hand corner of the flow chart).
2. Download the document called "Steps for Creating a Consensus Item Worksheet" at http://www.baldrige.nist.gov/PDF_files/Steps_for_Creating_a_Consensus_Item_Worksheet.pdf and review only the 11 steps shown in the left-hand column to get an overview of the process.

For the purposes of this activity, we will be focusing on steps 1 through 6, and step 11.

3. To practice steps 1 through 6, return to step 1 and download the PDF document shown in the step 1 illustration, located at http://www.baldrige.nist.gov/PDF_files/item_worksheets.pdf.
4. Review Criteria for Item 3.1. which is step 2 of the Steps for Creating a Consensus Item Worksheet.
5. Note Key Factors for Item 3.1 in the illustration for step 3 of the Steps for Creating a Consensus Item Worksheet.
6. Using the Item Worksheets, review handwritten notations that describe the core ideas of the comments.
7. Using the Item Worksheets, review all comments relating to 3.1 a(1) (core idea "how to determine segments") and develop one synthesized strength comment for Item 3.1 a(1).
8. Download the document called "Sample Draft Consensus Item Worksheet" at http://www.baldrige.nist.gov/PDF_files/Sample_Draft_Consensus_Item_Worksheet.pdf to compare the synthesized comment for 3.1 a(1) that you wrote in step 7 above with the comment contained in the sample. Note all other comments. Also note the section "OFIs not used/why?"
9. To focus on step 11 of the Steps for Creating a Consensus Item Worksheet, download the document called "Sample Script for Presentation of Item 3.1 Summary" at http://www.baldrige.nist.gov/PDF_files/Sample_Script_for_Item_Presentation_on_Consensus_Call.pdf. Note that you

will not be reading your comments word-for-word on the Consensus Call. Instead, you will be presenting a concise summary of the Criteria, Key Factors, strengths, and OFIs. In addition, you will summarize comments not used and areas in need of resolution. You will also propose a scoring range based on your comments.

Evaluation:

Please take a moment to evaluate the Just-in-Time Consensus Tutorial by downloading a brief survey available at http://baldridge.nist.gov/Word_files/JIT_Consensus_Training_Evaluation_Form.doc . Once completed, the survey can be emailed as an attachment to BNQPeLearning@nist.gov